Service Provider Standard Operating Procedures

2010

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I. General Service Call Procedures and Processes

A. To Do's:

1. Dress and conduct yourself professionally at all times, at every single customer site. We require business casual attire. Jeans, shorts, sneakers, etc. are not considered business professional attire. No "branding," (i.e. company names of any kind).
2. Arrive at site alone, unless a second technician is assisting you. Please do not bring anyone else to site (i.e. children, significant others, etc.)
3. Never discuss payment terms between you and Barrister with any customer. Payment terms are between Barrister and your company and should only be discussed within this realm. Even if customers question you about rates, inform them that this is confidential.
4. Do not discuss anything with the client. Keep conversation to a minimum. Never discuss politics, current events, or other topics. Do not discuss the quality of their equipment or remanufactured toner.
5. Ensure you are knowledgeable with the equipment. Do not discuss lack of technical knowledge with the customer. Become knowledgeable before arriving at the customer site. If you have questions prior to the service call, please call our technical support at 1-866-720-8940 if you require assistance.
6. Meet your scheduled Estimated Time of Arrival (ETA). These ETA's/appointments are contractually based and need to be met.
7. Report any delays, either by the customer or on your end, or concerns immediately to Barrister so we can quickly make alternative plans to meet the required on-site response times.
8. Bring any required tools or software required to complete the repair to the customer site so the problem can be quickly resolved.
9. Please carry valid ID with you at all times. Most customers require ID before admitting you on-site.
10. Contact Barrister immediately if you have any questions or concerns. The best time to do this is before you go on-site, so you are properly prepared when you reach the client site.
11. Contact Barrister to verify receipt of paperwork and acceptance of the work order.
12. Call Barrister from site to report completed service calls at 866-266-7349. This is not optional.

II. Getting Paid

A. In order to get paid…

1. All Do's and Don'ts listed on your RFS for the respective client, must be followed while on-site.
2. Call must be closed **while on-site**, by calling the customer service department at 985-365-0400.
3. W9 must be submitted at the time you enroll with Barrister. If you did not submit at enrollment, please submit now by faxing it to the Profiles department at 1-888-607-8079.
4. If "Speed Pay" was selected at dispatch, your bank related payment account information must be loaded into your technician profile via TechWA. It is your responsibility to enter valid information. Failure to do so will result in your payment being withheld until you comply.

5. RFS must be submitted via TechWA within 10 calendar days of service completion. To submit via TechWA, you will log into the web portal by going to **https://partners.globalservnet.com**. Here you will enter your User ID (BAS ID) and password. If you need any assistance with this or need to reset your password, please e-mail **techwa.support@barrister.com**.
    a. In the event you do not have availability to import via TechWA, you may fax it in to 985-365-0401 or e-mail it to **RFS@barrister.com**. If you have not submitted your RFS within 10 calendar days, you will not be paid. Please note that the import option through TechWA is the fastest and most reliable method to submit a work order.
    b. If the RFS is not submitted in 10 calendar days, you agree to forfeit payment for any services rendered.
6. Returnable parts must be returned within 48 hours from on-site visit. If Barrister does not see any return tracking activity using the correct return label within 10 calendar days, you will not be paid and in addition, you will be charged for the missing part.
    a. If a return label is needed, please follow the above instructions by logging in to TechWA and select the service event in need of a return label. From here, any parts marked as returnable will have the option to view the return label. Please select View and then use your print options to print out this label. If you have any questions regarding returns, please e-mail **cores@barrister.com**.

i. After attaching your completed RFS through TechWA, you can expect to see payment within the below amount of time:
    - If "Speed Pay" was selected, you will receive payment within 7 days of call closure, which could be up to 5 business days after submission of your RFS. This assumes you have entered valid bank account information.
    - If "Terms Pay" was selected, you will receive payment within 30 days of call closure. Call closure could be up to 5 business days after submission of your RFS.

Keep in mind that call closure does not mean that the call is closed as soon as you call-in to close from site. Payment terms and call closure do not start until the parts are tracking and your RFS is verified. Therefore, the quicker you return parts and turn in your RFS, the quicker you will be paid.

ii. If all of the above steps have been completed on time, and you have not received payment, please log-on to TechWA by going to **https://partners.globalservnet.com**. Here you can see if the work order has been paid and if so, what check number the payment was included in, the date of speed pay/direct deposit (if applicable), and the amount paid. You can also see if the work order has not been paid and the reason causing the delay (i.e. pending RFS, returnable parts).

iii. After viewing TechWA, if you still have a question, you may e-mail **payissues@barrister.com**. Include the work order number, your Bas ID, and your concerns or questions. Allow up to 3 business days for a return e-mail.

B. Rate of Pay

Your rate of pay is assigned at the time of dispatch. Once you accept a work order for a specified amount of pay, it is stored in our call management software and documented in your RFS. The rate is clearly shown on the dispatch you receive and that rate is the rate that will be paid for that service call.

Please note that if you select "Speed Pay" for a particular work order, the associated fee (13%) for this option is automatically deducted and directly reflected on your RFS.

If the amount of pay printed on the second page of your RFS is incorrect, you need to immediately contact the Barrister account manager that is listed on the second page of the RFS or the dispatch agent that assigned you to the call. You should request an updated RFS before going on-site.

Once the job is complete, the rate of pay that is printed on your RFS is final as this is the same information that is saved in our payroll software system. There will be no later adjustments.

Barrister will only pay what is printed on the final RFS; disputes will no longer be reviewed after the service call has been completed.

C. Speed Pay vs. Terms Pay

1. Speed Pay – Barrister will pay the work order within 7 days of the work order being closed, given that the technician has fulfilled all requirements. This payment is made to the technician via ACH, not a physical check. This form of payment may be chosen at the time of dispatch or at any other time in the repair process up until the work order is in Batched Invoice status. There is a 13% fee for this option per service call. Tech must provide correct bank account information via our TechWA site for this option to be valid.

Once Speed Pay is accepted, a work order cannot be changed to Terms Pay.

2. Terms Pay – Barrister will pay the work order within 30 days of the work order being closed, given that the technician has fulfilled all requirements. This payment is made to the technician via company check. There is no fee for this option. Again, this form of pay may be chosen at dispatch, and may be changed to Speed Pay up until the work order is in Batched Invoice status.

The payment option can only be changed by our Dispatch department (TAG).

D. Parking Fee

Barrister will never be held responsible for any parking fees associated with working a call. Your flat rate is inclusive of all taxes and parking fees. In the rare event that parking is agreed upon, the parking rate will be added to your overall flat fee. If upon receipt of

your RFS, the inclusive flat rate does not match what has been agreed upon, please contact your dispatch agent before running the call to have this corrected. You should request an updated RFS.

As previously stated, the payment amount listed on your RFS is final. No corrections will be / can be fixed after service is rendered. Therefore, if there is a problem, take care of it before going to site.

E. Trip Charge

If a technician arrives to site and is not able to perform the assigned tasks due to any fault by the customer or Barrister, then the technician will be reimbursed a trip fee of $25. This trip fee is non-negotiable and will not vary based on mileage. To prevent an unnecessary trip to site, please be sure that you speak with the appropriate Barrister personnel to confirm that part(s) have arrived and that the end user is on-site and available.

III. Pay Issues

A. Procedure for pay issues

In an effort to more effectively and efficiently resolve pay issues, Barrister will no longer accept pay issues by phone. From now on, all technicians must e-mail any issues in.

If you have a pay issue, follow the procedure below:

1. Log-in to your TechWA account and view your service calls to see what information is missing from any of the calls that may be delaying payment (ex: Pending RFS) and check the status of the call (ex: Pending Approval, Part Return).
2. If there is still a problem or you have any further questions, e-mail our Pay Issues department (**payissues@barrister.com**) with your BAS ID, service number(s) that you have questions about, along with your concerns.
3. You may expect a response to your query in 3 business days.
4. If you need to speak with someone directly, please request a phone call and include your phone number in addition to the information listed above. You may expect to receive a phone call within 5-7 business days, as any e-mails will be the first priority.
5. You only have 60 days to dispute payment.

B. Technician Penalty Clause

In order to ensure that missed appointments and non-compliance do not occur while on-site, Barrister is forced to enforce a Non-Exclusive Remedy. At the time of dispatch, as well as in your paperwork, you are provided with a list of standard operating procedures (SOPs) such as who you are to represent, what tools are required, what attire is to be worn, and most importantly, what time you are scheduled to be on-site. If any of these procedures are not followed, Barrister is monetarily penalized by our client.

Therefore, if you are not able to comply with all requirements, we ask that you give Barrister a 2-hour notification prior to the start of your scheduled time. This way we are

provided with enough time to develop an alternate solution and still meet our obligation to the client.

Failure to comply will result in a recovery activity whereby Barrister will fine you the amount of $100.00*. This penalty fee will be deducted from payments otherwise due to you.

If while on-site, the standard operating procedures are not followed, or the customer files a complaint, you may be subject to non-payment for service rendered. Additionally, if Barrister experiences additional expenses to render service at no fault but your own, Barrister may charge for reimbursement.

Please note that before any penalty is fined, your service order will be thoroughly reviewed by management as well as our Technician Advocacy Team before any amount is charged to you.

Barrister feels this is the only way to ensure our overall customer satisfaction while increasing technician compliance. For most of our outstanding technicians this will not be a concern because they are already fulfilling their obligations. We value our technicians and we know each strives, along with Barrister, to be the finest service provider in the industry.

**Please note that due to contractual agreement, failure to comply on any HP Photo work order will result in a penalty fee of $150.00.*

IV. Dispatch Process

A. General Information

For each service call you will receive:

1. An individual e-mail with detailed instructions regarding the call, covering both general call handling and specific instructions relative to the unique customer problem.
2. A Receipt for Service (RFS) form is to be completed while on-site.
3. Additional instructions relative to the unique customer situation (if relevant).
4. Contact numbers for the Barrister Call Center and Technical Support Team.
5. Contact numbers for the customer requiring our assistance.

Materials will be sent to you via e-mail. Therefore, it is imperative that you make sure to have access to your e-mail at all times.

B. Cell Phones

Technicians are required to have their cell phone listed in their technician profile. This will be the main source of contact between the case manager and the technician.

Cell phones are **required** while you are on-site, but please exclude any personal conversations. The only phone calls that you should receive while on-site at the customer location should be with Barrister while troubleshooting with Tech Support.

Never ask a customer to use their property (i.e. phone, computer). Bring your own.

C. Service Manuals

We require that you download or have immediate access to (either print copy or bring a laptop) the service manual specific to the repair we dispatched to you.

There are manuals on our website that can be easily downloaded before going to a customer site. These manuals provide additional information on specific equipment. To access these manuals, please go to **http://transfer.barrister-net.com**.

The user-name needed to access this site will **always** be bgsntech. This user-name is case sensitive and must be all lowercase. The password changes weekly and should be included in the Receipt for Service paperwork, or you can log-in to TechWA and find it there.

If you do not have the manual on-site and thereby cannot perform the necessary tasks laid out for you, you will not be paid for services rendered.

D. Updating work orders/times

Each time you accept a work order, you will be expected to call and update the work order whenever necessary. Before the appointment occurs, your case manager will call to confirm your appointment time on the same day as the appointment. Despite this courtesy call, it is still your responsibility to remember when you are expected to be on-site.

When you arrive on-site, you should call your case manager and alert them that you have arrived. If you choose to do so, your case manager can update your times for you. You should also call to update your times once the trip is completed.

If additional parts are needed, the technician will be expected to call their case manager to supply an update for the ticket. They are also required to call Tech Support while on-site in order to troubleshoot to find out what the next step in the repair is going to be and order parts if necessary. Technical Support can be reached at 866-720-8940 for commercial calls or 866-309-8222 for residential calls.

If an additional trip(s) to site is/are necessary and you will not be available, please contact your case manager or dispatch personnel to advise them as soon as possible so that we can make the necessary adjustments.

1. **Troubleshooting** – Each time you go to site, whether for a diag trip or regular trip, Barrister has our Tech Support department here to help you if you ever run into trouble on-site. You should call in for assistance any time that you need help. The call center can be reached at 866-266-7349 and technical support can be reached at 866-720-8940 for commercial calls, 866-309-8222 for residential calls, and (985)365-0400 ext. 181 for HP Photo calls.

   If you need to order parts, you will be required to call-in to our Tech Support department to troubleshoot with them to figure out what parts will be needed, if any,

and get those parts ordered. Any time a part is ordered you must not only install it upon your return to site, but also verify that it works. If it doesn't work then you must call Tech Support while you are on-site.

Technical support can be reached at 866-720-8940 for commercial calls or 866-309-8222 for residential calls.

E. Out-of-Scope work

While you are on-site, if the customer requests you to perform work other than what you were assigned by Barrister, you MUST call in to Barrister to obtain authorization to do so. Failure to receive authorization will result in non-payment for any work performed outside of the work assigned by Barrister.

F. Diag Trips

On occasion, there are times when a technician will be sent strictly to diagnose a problem. For the most part, service calls will be diagnosed by Barrister or the client's help desk and we will have a part ordered or on-site waiting for your arrival. However, when a technician is needed to diagnose a failure, Barrister requires the technician to be on-site ASAP in order to bring the user back up in a timely manner. We have toll free technical support available 24 hours a day, 7 days a week for our commercial calls, and for our residential (consumer) customers; from 8 a.m. until 7 p.m. (CST) Should you arrive on-site and encounter any problems or simply need to get a second opinion, feel free to call our technical support at 1-866-720-8940 (commercial) or 1-866-309-8222 (residential).

G. Multiple Trips

Sometimes, additional trips will be required for a call. This could be because the technician was required to make a Diag trip and had to order parts, or maybe the parts shipped the first time did not fix the issue. Regardless of the reason, for each necessary additional trip to site, the technician will be reimbursed for the flat fee that was first agreed upon for him/her to run the call.

If an additional trip(s) to site is necessary and you will not be available, please contact your case manager or dispatch personnel to advise them as soon as possible so that we can make the necessary adjustments.

H. Closing calls

Once a call is complete, you are required to close out the work order with our Call Center at 985-365-0400. Please be aware that you must close the call while you are still on-site. Failure to do so will impact your payment. In order to close the call, you must be able to answer the following questions and supply the following information:

1. IP address of the repaired unit
2. Maintenance life percentage set to printer
3. Page count
4. Why were you on-site for longer than 1 hour? **(Detailed explanation)**
5. Date on-site
6. Time arrive on-site

7. Time dispatched from previous location
8. Time of completion
9. What work was performed while on-site?
10. What parts were installed while on-site?
11. Serial number of the repaired unit
12. Were all parts shipped used?
13. Any parts shipped not used?
14. Are you closing this call while on-site?
15. Is there any return tracking information for return parts?
16. Is the unit operational?
17. Who on-site verified that the unit is working?
18. How many trips did you take to site?

Please note that you are not limited to only this information. The questions will depend on the customer, and there could be additional information that the customer requires in the closing notes. Be prepared to fully discuss the repair visit with our agent.

I. RFS Submission

Your customer-signed Receipt for Service (RFS) is very important to Barrister and Barrister's clients. The RFS validates that you arrived on-site as scheduled, as well as completed the assignment. Therefore, it is necessary for Barrister to receive this completed RFS from you before we will submit payment for service rendered.

To complete this form:

1. Verify and write in the model and serial number of the unit serviced.
2. Record the time while on-site in the appropriate space. Include break times (if/when break occurred).
3. Include all parts provided by Barrister that have been required to complete the service call. In the rare instance you provided a part, note that as well.
4. Record return tracking information for any returnable parts.
5. Record your activity for all time on-site
6. Obtain the customer's signature when you have completed the work.

Due to the value of the RFS, we would like to see the RFS submitted within 24 hours of service completion. However, we do understand there may be circumstances that prevent you from submitting in a timely fashion, and we will allow you up to 10 calendar days to import your RFS and attach it via TechWA. Please note that we will make every effort to send you e-mail notifications/reminders for you to submit your RFS. However, keep in mind that non-receipt of reminders does not release you from the responsibility of providing the RFS within the 10 calendar day window. If the RFS is not submitted within 10 calendar days, you will not be paid, and you will not have the option to submit later.

It is preferred that our technicians log in to TechWA by going to **https://partners.globalservnet.com** and import the RFS through the portal. If you need assistance with utilizing TechWA, please e-mail **techwa.support@barrister.com**.

After your RFS has been submitted, please allow up to 5 additional business days for your RFS to be verified for payment and the status on TechWA to be updated. Payment checks

are cut on the Friday following 21 days of RFS verification, unless "Speed Pay" was selected by the tech when accepting the work order.

Remember, the sooner you submit your RFS and ship return parts, the quicker your payment begins processing.

V. Ordering Parts

A. Procedure

In order to ensure the customer is serviced as early as possible, we need you to call-in to Barrister and make sure your parts are ordered before 3pm site time, if possible. By following this procedure, we can ensure that parts will be ordered before the vendors' cut-off times so that the parts will be on-site next business day.

To order parts, please call in to the Barrister Technical Support at 1-866-720-8940 (commercial) or 1-866-309-8222 (residential). There, a technical support agent will work with you to troubleshoot the unit so you will be able to find out what part(s) is/are needed.

B. Buying Parts

We appreciate you trying to service the customer as quickly as possible, but please be aware that a technician purchasing the needed parts for the clients is not our standard operating procedure. Therefore, unless you have obtained written approval to do so from the appropriate Barrister personnel, you will not be reimbursed for any parts purchased. Please follow our process so that we order parts promptly.

C. Returning Parts

Barrister Global Services Network, Inc. has the following Standard Operating Procedure (SOP) for technicians with respect to returning core parts. Vendors and clients do not accept late returns from Barrister and are charging us for failure to return parts. Therefore, we are forced to rigorously enforce our original SOP and require that you are compliant.

Nearly 99% of all Barrister work orders require a core part to be returned. Almost all parts shipped will include the prepaid return label in the box with the part. This label is only to be used for this part, as Barrister uses a unique tracking system that utilizes the specific tracking number to tie the particular part to the correct work order number. Therefore, do not use this label for any other part or for any other work order.

In the event your package does not have a return label, please log-on to TechWA at **https://partners.globalservnet.com** and select the work order, and under the "Returnable Parts" section you will have the option to print/view your return label. Should you have any questions regarding returnable parts, please e-mail **cores@barrister.com**.

The goal is for your returnable parts to track within 48 hours of work completion. If Barrister does not see return tracking activity within 7 days, you will be e-mailed a

warning sent out as a courtesy reminder. Keep in mind, this reminder is not guaranteed and does not void your responsibility which is returning the part within the allotted time.

If Barrister does not see any return tracking activity to the correct address (meaning "in transit" or "delivered") within 10 calendar days of service completion, the technician will be billed for the cost of the part on day 11. This charge will not be reversed for any reason. If you returned your part after the 10th day, please do not contact Pay Issues or anyone else at Barrister for a credit, as they will not be able to overturn this decision.

VI. Barrister Security

A. TechWA profile

TechWA is provided by Barrister to the technicians so that they are able to track the work they have completed and discover any upcoming work opportunities in their area. Technicians are also able to update their technician profiles on their own, without having to call the call center or e-mailing in changing information (e.g. phone number, e-mail address, physical address, etc.). Most importantly, every technician is now required to have their mobile number listed in their technician profile.

Be sure that all information is up-to-date so that we at Barrister are able to send work your way. Also update your bank account information so that if you ever select "Speed Pay" you will avoid any pay issues later on.

After you ensure that all of your information is up-to-date if an unknown number is calling your phone, be sure to answer because it could be Barrister calling to offer you work orders.

Another new application on TechWA is that technicians are now able to keep track of what tickets they are assigned to through a scheduling report. Print this out in the morning before you head to site to help you stay on track throughout the day. It can be found under the "Reports" tab on your TechWA, then click Tech Schedule.

B. Background check/drug screening

As you probably know, Barrister has been asking all of our technicians to submit to a background check. We are pushing this harder each day, as more of our clients are requiring our techs to be background cleared.

Many technicians are missing out on extensive work opportunities because they do not have this clearance – **Don't let this be you!** Please call our Profiles department for more information, 985-365-0400 ext. 359.

After you have successfully become cleared, you will be noted as "Background Checked," and will be Barrister's preferred technician. All preferred technicians are first to be dispatched on all calls.

VII. Customer Commitments

Although we appreciate your willingness to assist in the repair process, it is not your responsibility, nor do we want you to make commitments to our customer with respect to ETA's, parts availability, etc. Please do not advise a customer that you will be back tomorrow, and do not advise a customer that parts will be there by a certain date. As you know, we at Barrister coordinate the service delivery activity and therefore, we will advise an end user as to when a technician and/or parts will arrive on-site.

Additionally, if you are not able to make an ETA for any reason, please do not call the end user and ask to reschedule. This is poor customer service and is not our standard operating procedure. If you cannot make it to site as scheduled, the only person you are to contact is the account manager listed on the second page of your RFS at Barrister. In the event you cannot reach your account manager, please call the Call Center at 985-365-0400 opt. 0 and they will route you to the appropriate personnel. A member of the account management team will then advise you of the next steps.

Again, if you have any questions or concerns, the account manager for each ticket is listed on the second page of your RFS. You may contact them with any issues you may have.

A. SLA

Many customers require a specified response time whereby the technician is required to be on-site. This time will be communicated to you when our dispatchers contact you for acceptance of a service call. It is imperative that you **do not accept** the call if you cannot be on-site within the specified response time (SLA).

SLA is our service level agreement that is contracted between Barrister and any given client. Our SLA's vary among clients, but are most commonly defined as a 4 hour on-site, next business day on-site, or next business day fix. If these SLA's are not met for any reason, Barrister is monetarily penalized. Therefore, it is imperative that you fully understand what our SLA's are for any given ticket and insure you arrive on time for your ETA.

If you ever feel that you will not be able to make your ETA please provide us with enough notice so that we can make the appropriate adjustments. We request that you call in a minimum of 2-hours before your scheduled appointment time, but as far ahead as possible is a best practice and is appreciated.

Thank you for your time and attention to the important matters covered in this document. We are very pleased to have you perform work for us and we look forward to a continued successful relationship.